

Elite IPK II ACD

Complex Call Center Capability Made Simple

Measure contact center productivity and prepare for the future with the Electra Elite IPK II's Call Center Solution. IPK II's ACD/MIS tracks Automatic Call Distribution (ACD) traffic and statistics in real time, turning the information (current and historical) into customized, printable reports. Additionally, the reporting package features an easy-to-use PC interface for compiling, analyzing and managing the information itself. The reporting packages work on a non-dedicated, external PC. IPK II ACD/MIS provides the information you need to help fulfill your potential.

Designed specifically for the Electra Elite IPK II, the ACD's unique digital integration is the result of the voice processing system merging into the communication system.

The ACD architecture makes it easy to install, program and administer. The ACD shares the same HTML GUI interface used for system programming; WebPro / PCPro. These programming interfaces communicate to the ACD using the central processing unit's (CPU) built in Ethernet connection. The final result is a cost effective and smart ACD that is easy to implement and maintain

Elite IPK II ACD fits your business and expands as your busi-

ness evolves into the next level. Elite IPK II ACD supports 64 ACD groups, 256 agents, 64 Supervisors and 1 System Supervisor. An agent can even log on to 64 groups simultaneously. Each ACD group can support up to 2 delay announcement messages. Up to 48 unique messages can be recorded, allowing for full personalization and communication of important and relevant information.

Supervisors equipped with a DSS/BLF can receive information regarding an employee who is logged onto the group, logged out of the group, busy on a call, placing an emergency call to the supervisor or not available. This option is ideal for team leaders who do not require a PC supervisor interface.

Elite IPK II ACD Intelligent Routing Helps You Deliver Intelligent Customer Service

Elite IPK II ACD routes calls based upon the longest idle, time of day and the specific incoming outside line on which the call was received. This improves individual productivity through superior customer service. Set up a special incoming line and only publish to your most important customers. The ACD recognizes these as priority

callers and immediately places them at the front of the queue. IPK II ACD also automatically logs agents into selected groups based upon the time of day. Once logged in and using a headset, agents on a call are automatically connected to the next waiting call as the line is disconnected. This speeds up call processing and improves agent efficiency.

When no agents are available, the system may be programmed to overflow the call to another ACD group or any station in the system, to voice mail. If an agent does not answer a call, the system can automatically place the agent in "Off Duty" mode; this way, additional calls are not sent to the agent. An agent may also select "Off Duty" mode (if enabled) if momentarily away from the work area.

Real-time Display using Desktop Interface

The Real-time Display feature provides a simulated wallboard on a PC. This display instantly provides both queue and agent information to the desktop without the addition of a physical wallboard. Additionally, with the agent desktop GUI, authorized agents or supervisors can send a text message to one or a group

of agents, advising them of important information, This information may include meetings or sales contests, or the message can simply provide assistance. Instant information improves agent performance and reduces training time without increasing customer costs.

Agents and Supervisors can also receive statistical information on their telephone by pressing a single button. When the number of callers in queue or holding time exceeds programmed thresholds, a simple setting allows information to automatically display, immediately alerting agents/supervisors of the current situation.

Supervisors receive real time statistics that arm them with enough knowledge to make intelligent business decisions, such as logging additional agents into their group.

When an agent is on the phone with a difficult customer, a supervisor can be signaled by an emergency call. The supervisor can then jump in to the call at any time, providing assistance in handling the caller. This ensures that callers are handled professionally, reassuring agents that they can immediately receive assistance.

Reports

Produced in scheduled or on-demand, graph or text format, a wide range of user defined reports are available to better manage business.

Reports include:

- Agent Time Management
- Agent Performance Summary
- Agent Traffic by Hour
- Agent Call Summary
- Agent Login/Rest Timeline
- Group Call Summary
- Group Call Summary by Hour
- Group Call Summary by Day
- Group Call Traffic
- Group Call Traffic by Hour
- Group Call Traffic by Day
- Abandoned Calls
- Abandoned Calls by Hour
- Abandoned Calls by Day
- Group Service Level
- Group Service Level by Hour
- Group Service Level by Day
- Call Detail by Queue
- Individual Call Detail

Provides the following graphs, which display the important data in a more useful manner than the existing system:

- Queue Monitor Graph
- Queue Performance Graph
- Queue Summary Graph
- Queue Summary by Hour Graph

Provides the following tables:

- Agent State
- Agent Summary
- Queue Monitor
- Queue Summary
- Call Center Monitor
- Call Center Summary

Agent Station type:

- All Elite IPK TDM and IP telephones Display and Non Display
- All Dterm Series I TDM telephones Display and Non Display
- Remote IPK IP Softphones
- Analog Single Line Phones

Elite IPK II at a Glance

256 agents

64 ACD groups

2 Delay Announcements per group (48 per system + Standard Messages)

64 Supervisors

1 System Supervisor